

1. The City believes that all OT payroll issues will be resolved no later than the next payroll next Friday, May 10;

***City Response: We believe that all overtime accumulated, but unpaid, through the first two payroll cycles of OnePhilly will be paid by the next cycle, May 10, 2019. Overtime worked after the closing of the payroll, now scheduled for 7pm on the Saturday of the pay period, will be paid in the subsequent paycheck.***

2. The City will designate a person(s) and direct telephone numbers for employees to call with their specific payroll issues;

***City Response: We have created a specific helpline, manned 9am-5pm, Monday-Friday for employees to report payroll issues. A communication to all employees will be made on Monday, May 6, 2019.***

3. An email will be sent to all Union leaders and all City employees with this information;

***City Response: This message was sent on Friday, May 3, 2019, and a copy of the email is attached.***

4. The One Philly system will be switched from an exception based time system to a positive pay time system; This should be accomplished within 2 weeks;

***City Response: We are actively working with our technology vendor to make this change. We have not yet identified a timeline to do so.***

5. Issues in Parks and Recreation for OT and seasonal employees will be resolved by Monday, May 6;

***City Response: The issues were reported to the OnePhilly team regarding the Department of Parks and Recreation seasonal employees on Thursday, May 2, 2019. We will complete the supplemental paycheck on Monday, May 6, 2019, and all employees should receive their checks on Tuesday, May 7, 2019.***

6. Holiday payments for Prison Guards hit their accounts today; OT payments for prison employees will be paid next Friday;

***City Response: This is correct.***

7. The HR employees in the Prisons have been relocated to City Hall and are being supervised to ensure that their data entry is accurate.

***City Response: Temporarily, to provide support and oversight, payroll staff for the Department of Prisons were assigned to MSB to complete this cycle's payroll on Friday, May 3<sup>rd</sup>. Much progress was made, and staff returned to complete their work at Prisons on Saturday, May 4<sup>th</sup>. The OnePhilly, HR and payroll teams will continue to provide assistance to Prisons staff as required.***

8. The City commits to issue supplemental checks for payments due within no later than 48 hours;

***City Response: Our goal is to issue supplemental checks within 48 business hours of identifying that a shortage occurred to an employee. The volume of employees involved, and the complexity of the issue will impact this time period, but we are committed to issuing the checks within 48 business hours.***

9. All late fees, bank charges, fines or any other penalties incurred by employees as a result of improper or insufficient pay issues will be reimbursed by the City;

***City Response: The City has developed a claims form for employees who may have incurred charges, fines or other penalties as a result of pay issues. After the claim is filed, the City will review the issue, and if determined to fall within the above categories, we will contact the bank or organization to have the charge removed or waived, and if that is not possible, we will reimburse the impacted employee.***

Please let us know if you have additional questions.

Best, Jim



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